INTERNET TICKET PROCESSING

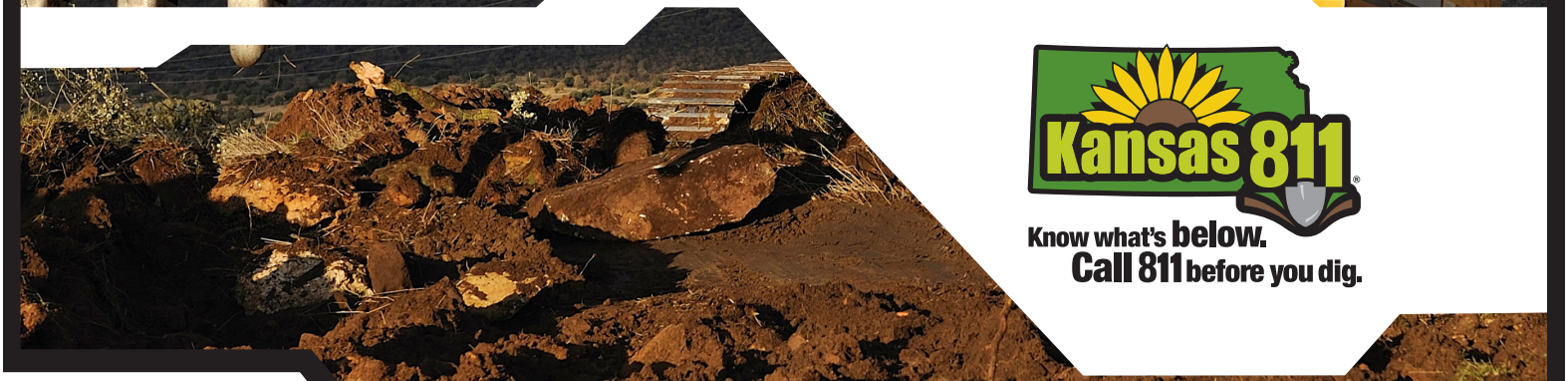
ITIC

Celebrating 30 years of service.
ONE CALL CONCEPTS
When safety is on the line.

TEXT - ONLY VERSION

ITIC USER MANUAL

Your comprehensive guide for using ITIC to process Locate Requests on-line.



Kansas 811

Know what's **below.**
Call 811 before you dig.

UPDATED **JULY 25th 2013**

WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

* **An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

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INTERNET TICKET PROCESSING

INTRODUCING ITIC LIVE HELP!

Keep getting an "**Incomplete Ticket**" notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themself with your situation by reviewing the conversation.

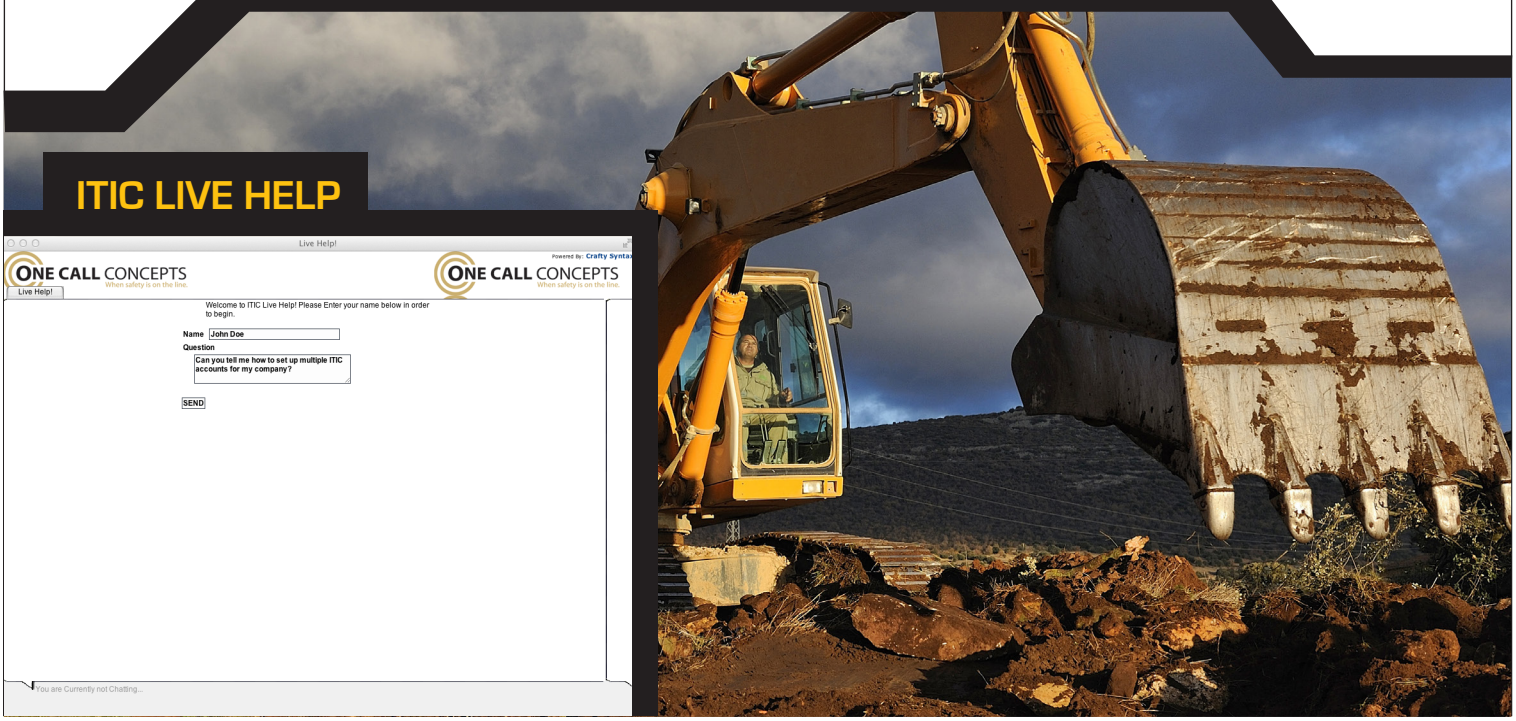
Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available **Monday through Friday from 8am-5pm.**
If Live Help is not available, you may leave a message
and an **ITIC expert** will respond as soon as possible.

Kansas 811
Know what's below.
Call 811 before you dig.

30 Celebrating 30 years of service.
ONE CALL CONCEPTS
When safety is on the line.

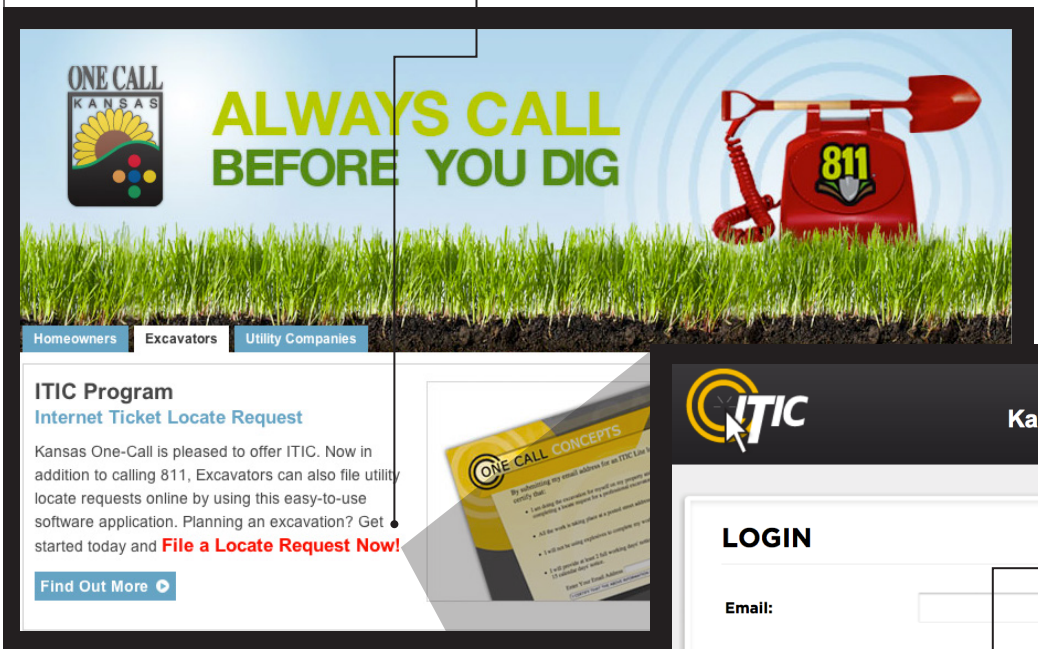

ITIC LIVE HELP
Live Help!
ONE CALL CONCEPTS
When safety is on the line.
Live Help!
Welcome to ITIC Live Help! Please Enter your name below in order to begin.
Name John Doe
Question
Can you tell me how to set up multiple ITIC accounts for my company?
SEND
You are Currently not Chatting...

READY

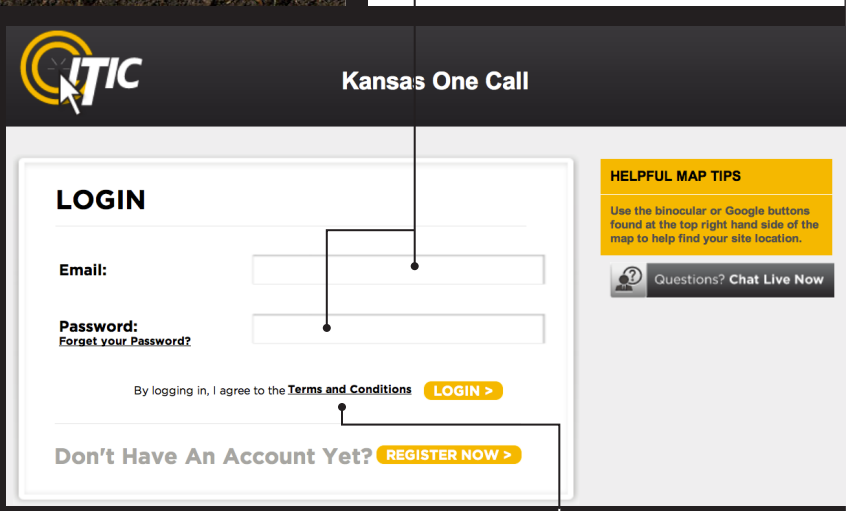
First, navigate to the Kansas One Call home page (www.kansasonecall.com). Then identify yourself by clicking on 'Excavator' or 'Utility,' whichever is appropriate.

ONE CALL KANSAS
ALWAYS CALL BEFORE YOU DIG
811
Homeowners
Excavators
Utility Companies
Welcome to Kansas One-Call
To continue, please identify yourself as one of the following...
1. Homeowners
2. Excavators
3. Utility Companies
"Kansas One-Call" is the underground utility notification center for the state of Kansas. Through this facility, you can notify operators of underground facilities of proposed excavations to request that the underground facilities be marked BEFORE YOU DIG!

On the next page, click '**File a Locate Request Now!**'


ONE CALL KANSAS
ALWAYS CALL BEFORE YOU DIG
811
Homeowners
Excavators
Utility Companies
ITIC Program
Internet Ticket Locate Request
Kansas One-Call is pleased to offer ITIC. Now in addition to calling 811, Excavators can also file utility locate requests online by using this easy-to-use software application. Planning an excavation? Get started today and File a Locate Request Now!
Find Out More

Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.


ITIC
Kansas One Call
LOGIN
Email:
Password:
Forget your Password?
By logging in, I agree to the Terms and Conditions
LOGIN >
Don't Have An Account Yet?
REGISTER NOW >
HELPFUL MAP TIPS
Use the binocular or Google buttons found at the top right hand side of the map to help find your site location.
Questions? Chat Live Now

FYI

By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the "Terms and Conditions" link.

SUBMIT A LOCATE REQUEST

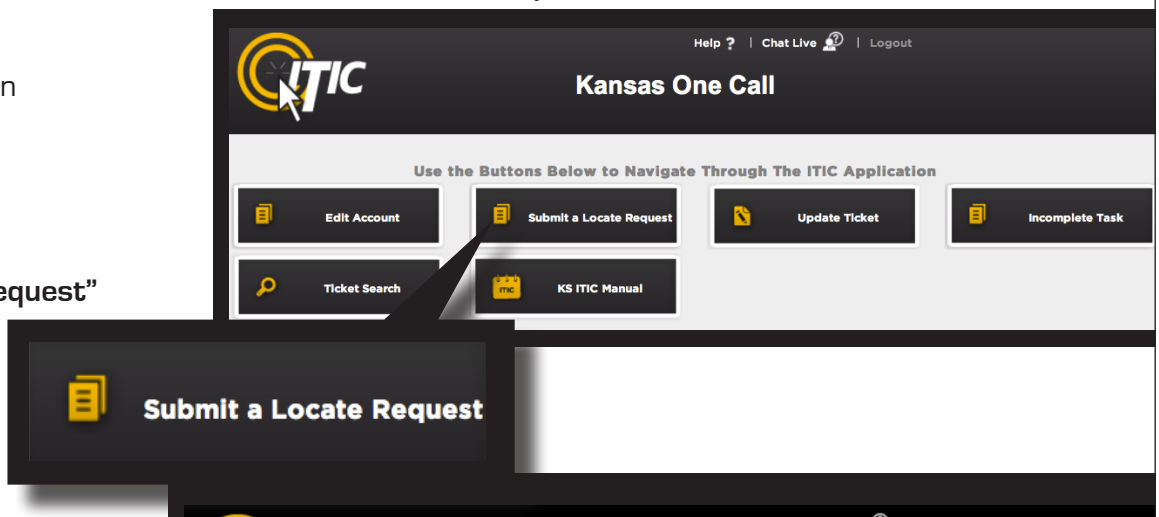
The **ITIC Main Menu** appears upon login.

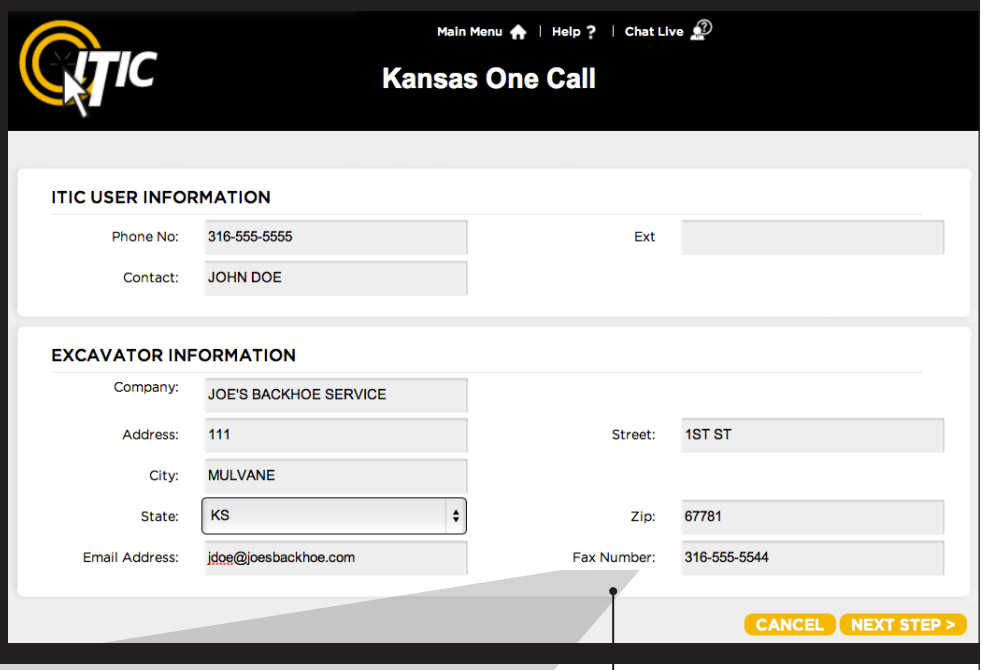
GET SET

In this section you will learn to prepare **STANDARD** locate requests.

GO!

Click **"Submit a Locate Request"**





NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles.**

FYI

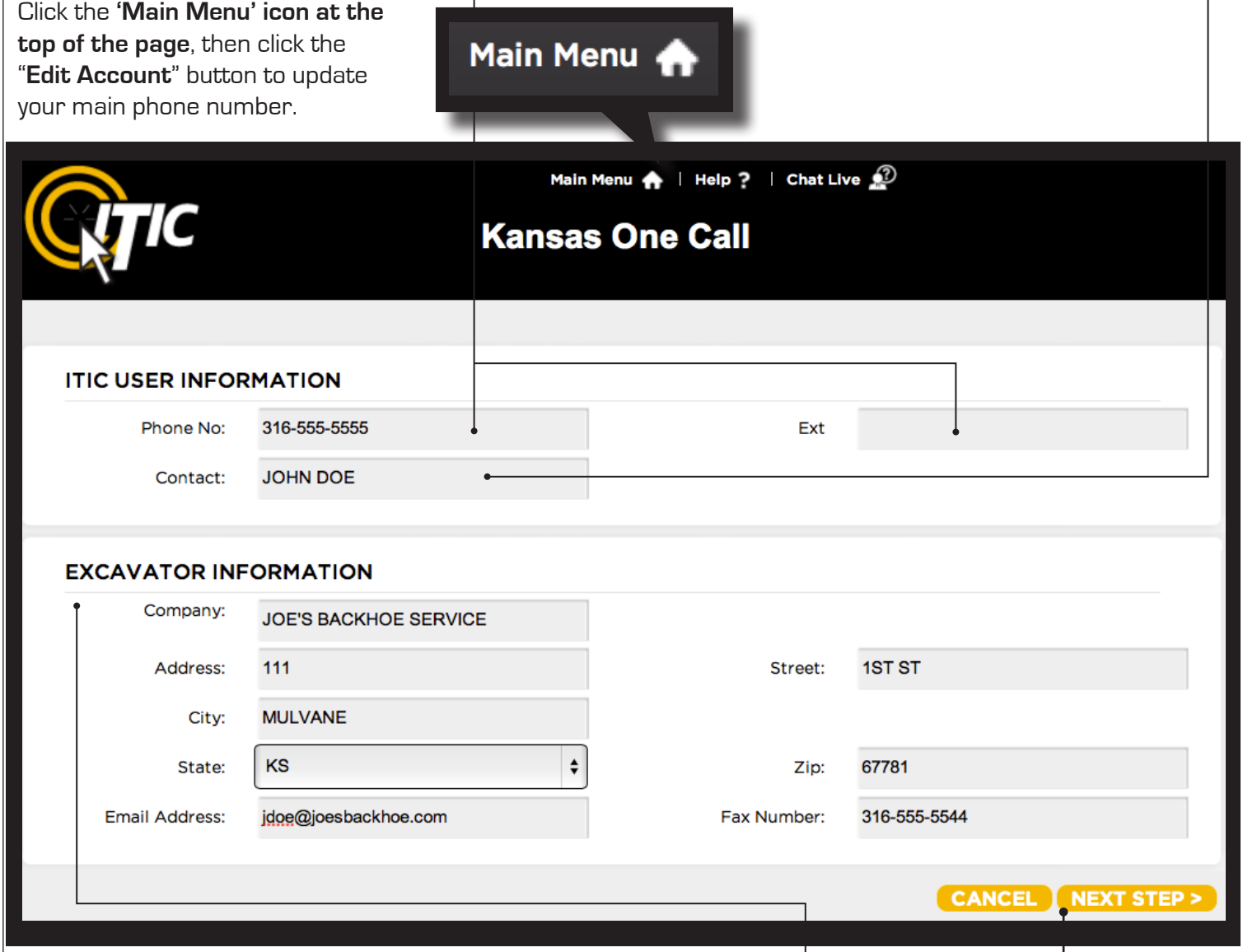
The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

ITIC USER INFORMATION

Phone Number and Ext.
These fields will auto-fill with the information associated with your login.

Click the **'Main Menu' icon at the top of the page**, then click the "**Edit Account**" button to update your main phone number.

User Name
Enter **YOUR** first and last name as the ITIC user entering the information.



EXCAVATOR INFORMATION

This section will auto-fill with your company information.
To update your company information, click the '**Main Menu**' icon at the top of the page, then click the "**Edit Account**" button to make changes.

FYI

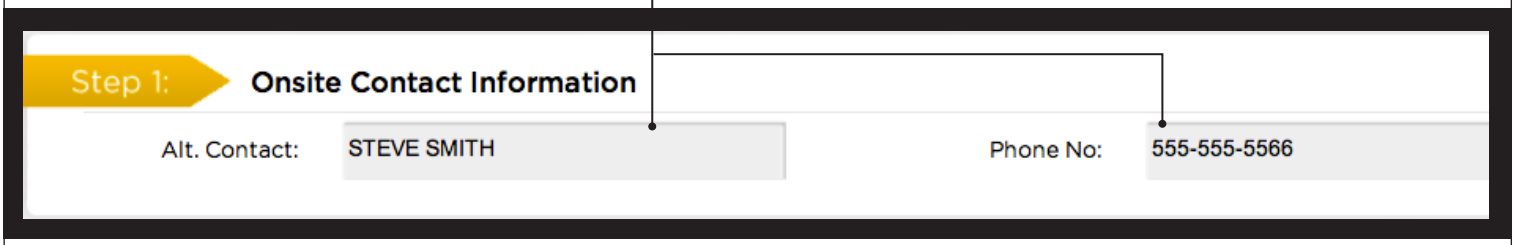
IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

STEP 1: Alternate Contact Information

Alternate Contact and Alternate Phone

Enter the name and cell phone number of another person involved with the excavation. If there is an on-site contact, enter their name here. Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries. [The utilities will contact this person if additional information about the site is needed.] **If there is no alternate contact, enter "Same" in the Alt. Contact field.**

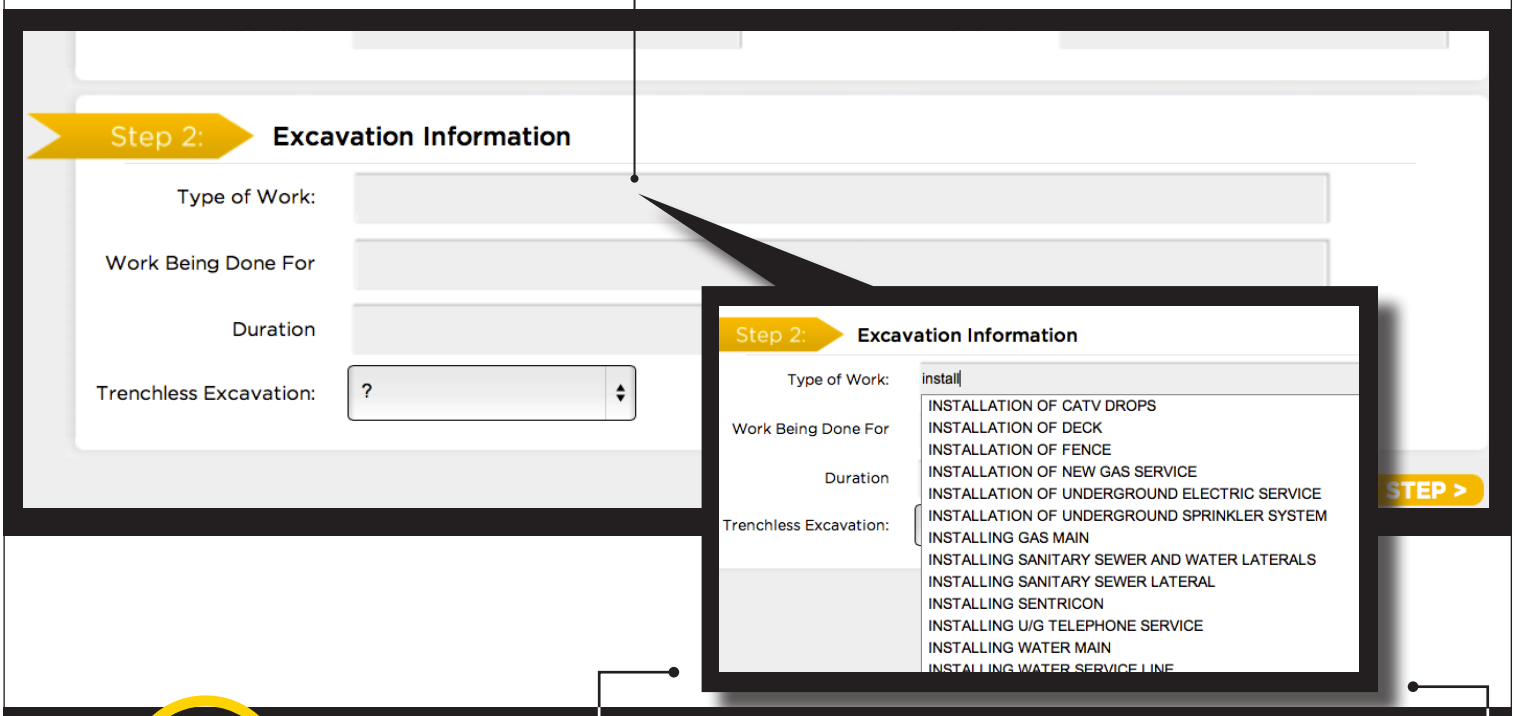
NOTE: See **PROFILES** section (page 09) to **auto-fill** your routinely used information



STEP 2: Excavation Information

Type of Work

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples**: Installing Sign, Installing Secondary Electric, Repair Gas Service...



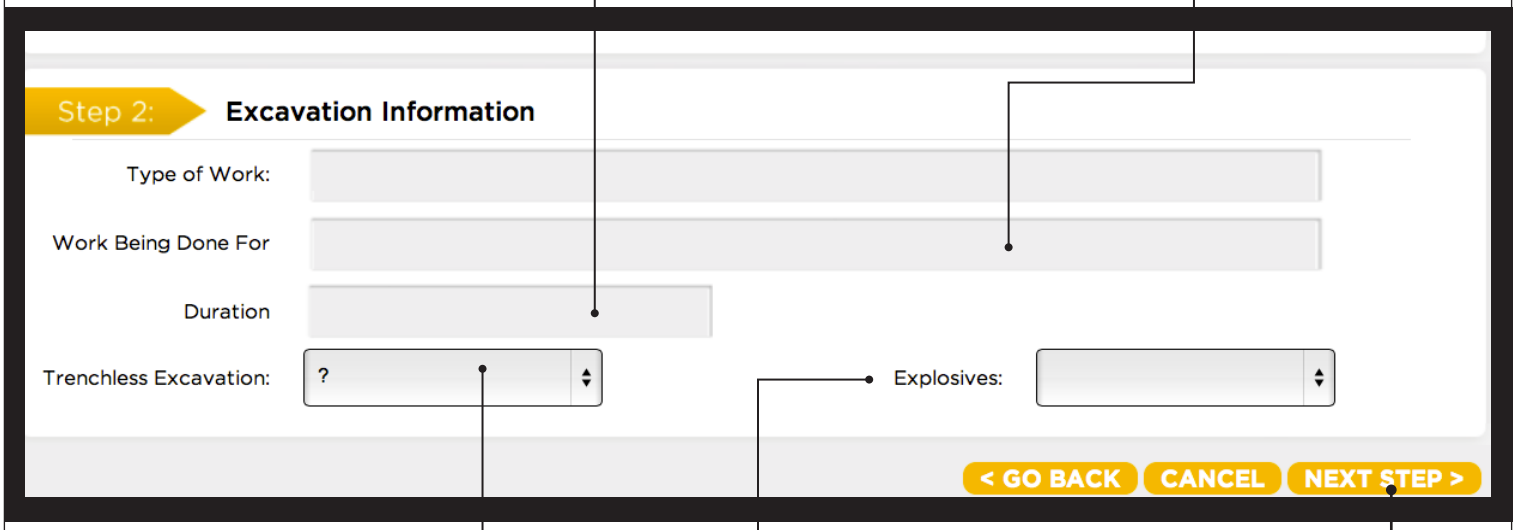
FYI

Use keyword searches! Type keywords (install, water, main, etc.) to generate a list of options. Make a selection from the dropdown list whenever possible

STEP 2: Excavation Information - Continued...

Work Being Done For
Enter the name of the person, company, or organization the work is being done for.

Duration
Enter the amount of time anticipated to complete the excavation.
(I.e. 1 day, 1 week, 10 days, etc.).



Trenchless Excavation
Trenchless Excavation is sub-surface horizontal excavation activity conducted parallel to the surface of the earth. As its name implies, it does not use trenching or vertical digging as the primary means of excavation. It includes, but is not limited to directional drilling, horizontal boring, tunneling, auguring, pushing, ramming or geo-probing below ground that is not readily visible from the surface. Select Y for yes, N for no.

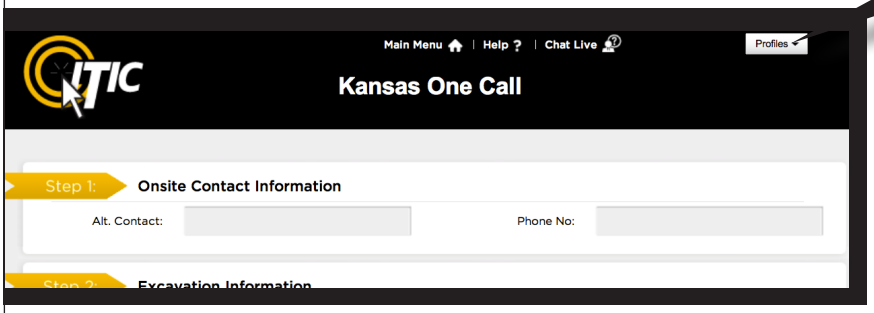
Explosives
If you are using explosives during excavation select Y for yes, otherwise, select N for no.

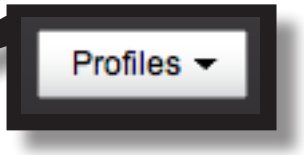
FYI

IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.





Profiles are located at the top of the **second page** of the locate request form.

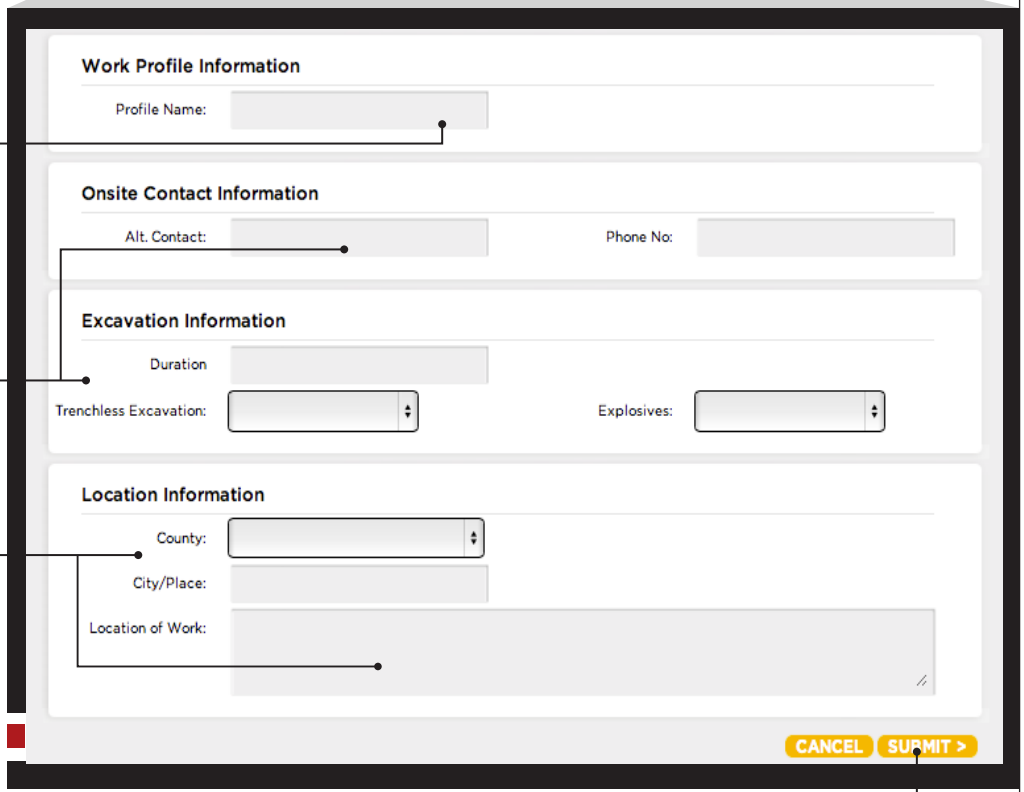
Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a **specific foreman/contact**, or **type of work** which may always include the same **duration, marking instructions, etc.**

You can also create profiles for specific **counties** or **cities** that you work in.

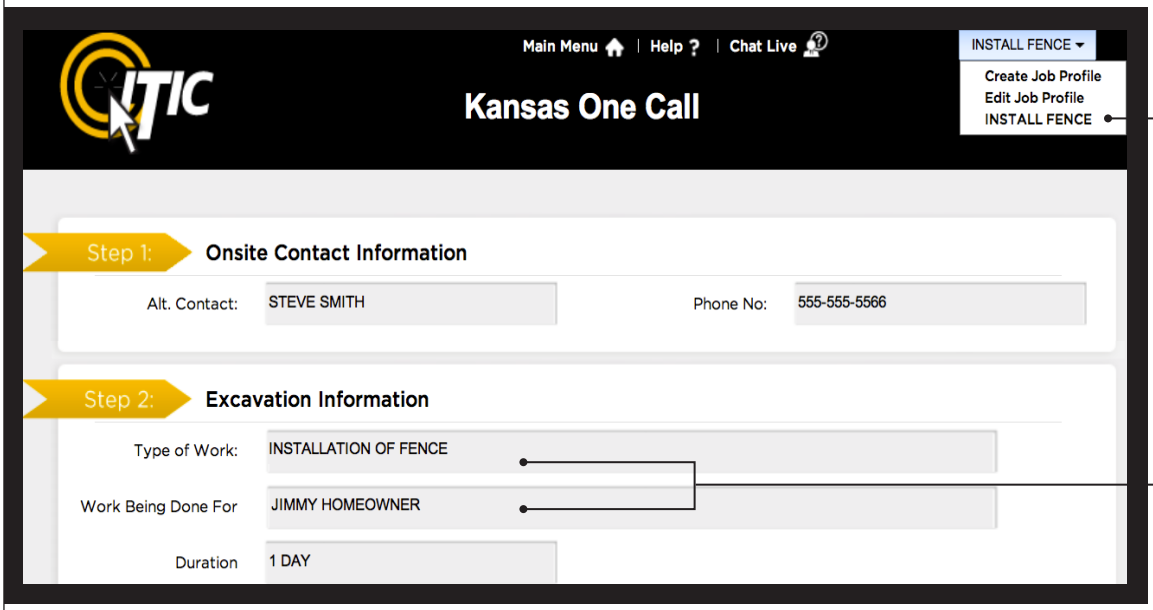


ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.


Main Menu | Help ? | Chat Live
INSTALL FENCE
Create Job Profile
Edit Job Profile
INSTALL FENCE
Kansas One Call
Step 1: Onsite Contact Information
Alt. Contact: STEVE SMITH
Phone No: 555-555-5566
Step 2: Excavation Information
Type of Work: INSTALLATION OF FENCE
Work Being Done For JIMMY HOMEOWNER
Duration 1 DAY

NEED HELP?

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Hours:
Mon - Fri 8a - 5p

Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

Edit

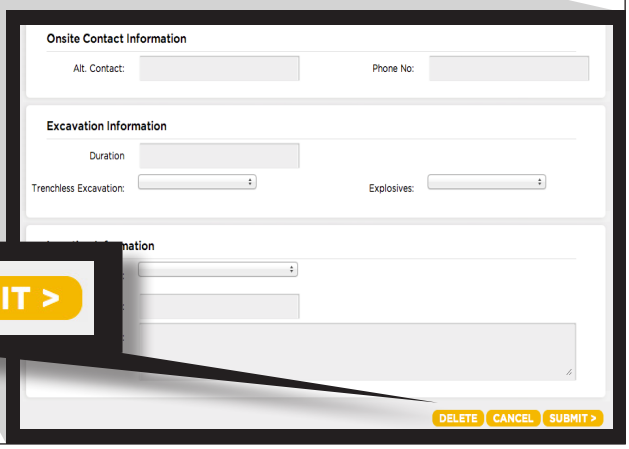
Add or change any information as needed.
Remember - **All fields are optional**

Submit

Click **SUBMIT** to save changes/additions

Delete

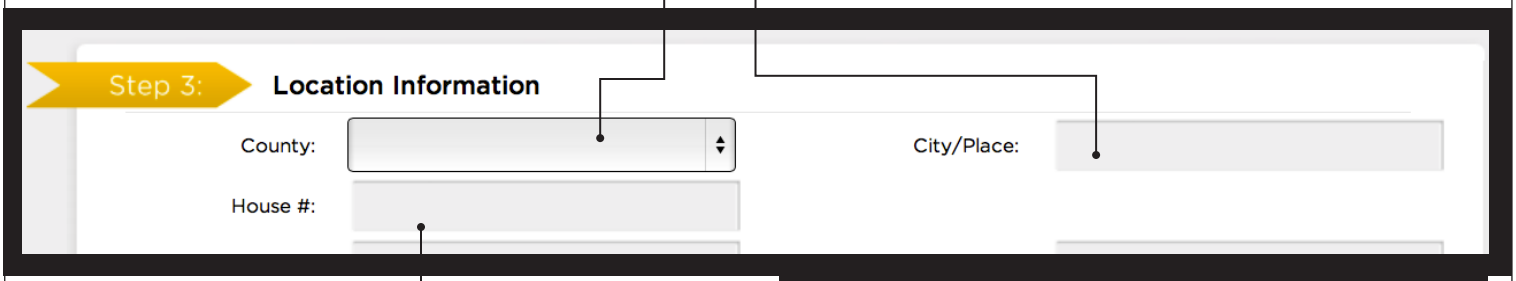
Click **DELETE** to delete the selected profile



STEP 3: Location Information

County
Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

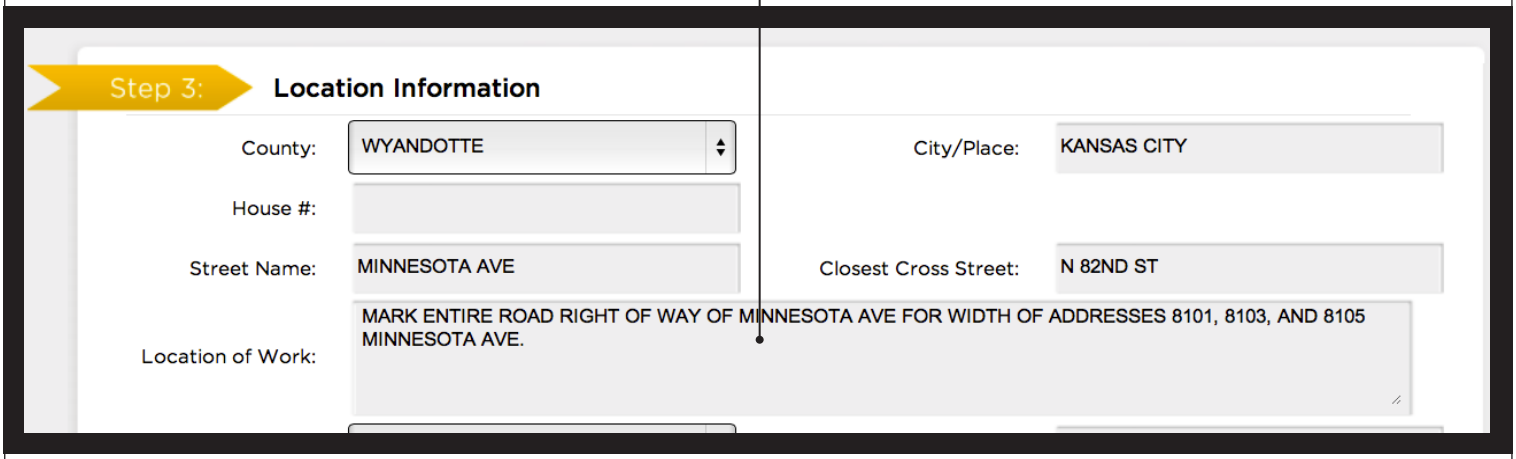
City/Place
Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.



House # (Address)
Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

NOTE: If the work area involves multiple addresses, leave this field blank, and reference the addresses in the Location of Work field.



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Hours:
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STEP 3: Location Information - Continued

Multiple Worksites

If you are working on multiple worksites, you must file a separate ticket for each work site. In other words, if you are installing 15 different sewer laterals at 15 different addresses, you must file 15 separate tickets, since they are not part of one continuous dig.

Continuous Dig

Many major projects (such as utility main line construction or pole line installation) can be completed on one ticket. In order to file a large work area on a single ticket, the job/worksite must match the following criteria:

- **All work is taking place in one county**
- **All (excavation) work can be completed within the normal 15 calendar day window**
- **All work is a continuous excavation***
- **All work is on a single road***
- **No work extends beyond 1 mile in length.***

*Exceptions are as follows:

• If the type of work involves road signs, it is considered a 'continuous dig' in this context, so you may do multiple sign installations/replacements on a single ticket, as long as it meets the other criteria (single road, 1 mile maximum, etc.)

• If the type of work involves pole work, it is also considered a 'continuous dig' in this context, so you may do multiple pole installations/replacements on a single ticket, as long as it meets the other criteria (see above). Additionally, the maximum length for a ticket of this type is 1 1/8 mile (instead of 1 mile as with other types of work)

• If the type of work involves a **Main** utility line (water main, gas main, etc.) you may file a **single ticket** even if the work turns down another road. **Remember - the other conditions still apply**

IMPORTANT:

There is no such thing as a "Blanket Ticket." If you are a subcontractor and you are excavating, protect yourself and your company by filing a locate request. A general contractor's ticket does not apply to anyone except the general contractor. Similarly, a property owner's ticket does not protect a professional excavator from liability.

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Hours:
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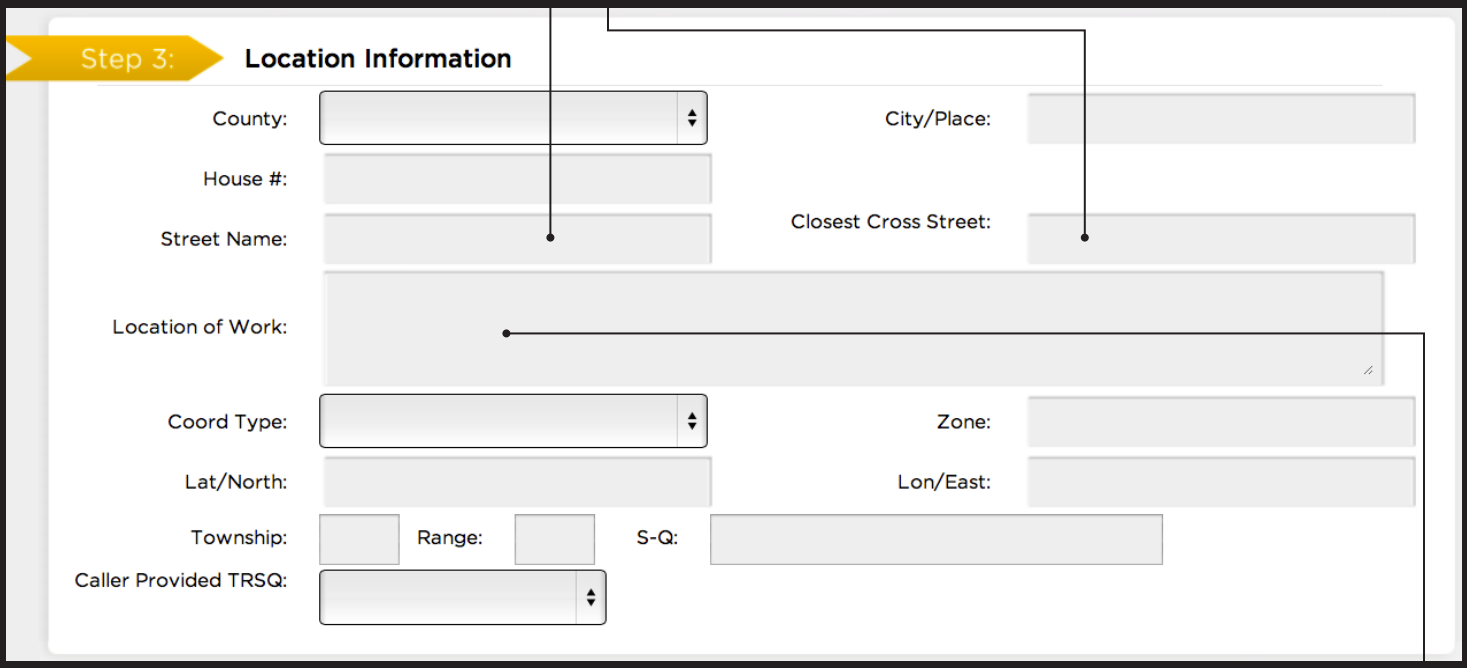
STEP 3: Location Information - Continued

Street Name
Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

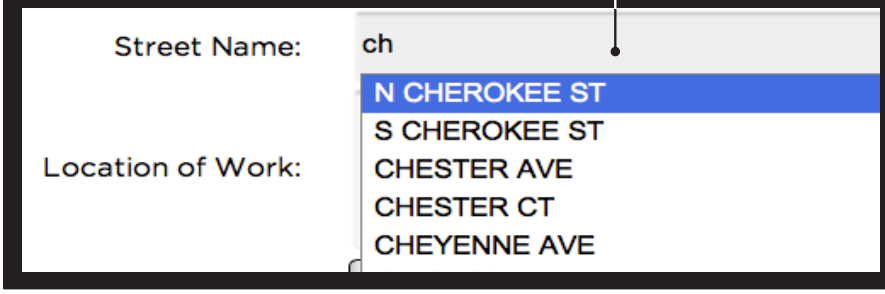
Closest Cross Street
Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. **This information is required if there is no address listed for the worksite.**



ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'ch') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!



REMEMBER

Do not list multiple street names in a single street field.

If you would like to list nearby major intersections, reference them in the Location of Work field.

ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

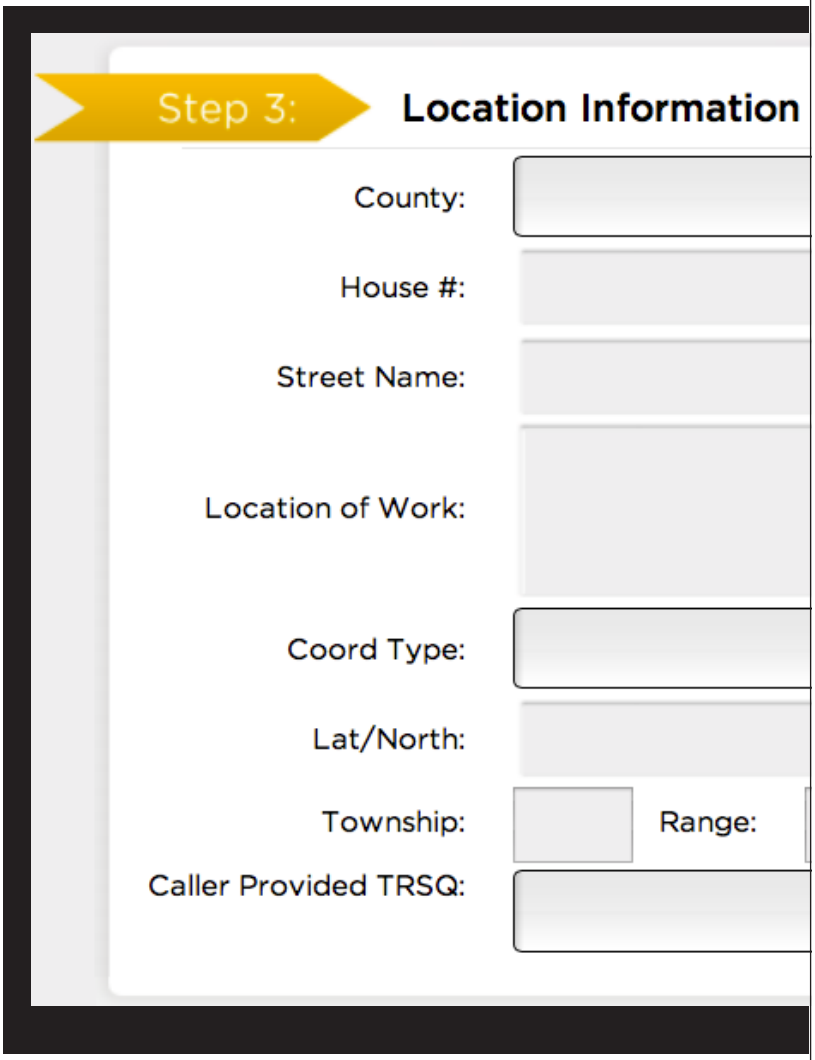
Enter the appropriate description in the **Street Name** field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Location of Work field.**

For Instance:
In the Location of Work, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Location of Work field**.

For Instance:
In the Location of Work, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'**



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Hours:
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Abbreviations

When entering the information in the street fields you can abbreviate the street modifiers and directional information. **For example: enter N Main St instead of North Main Street.**

The following is a list of suggested abbreviations for street name modifiers.

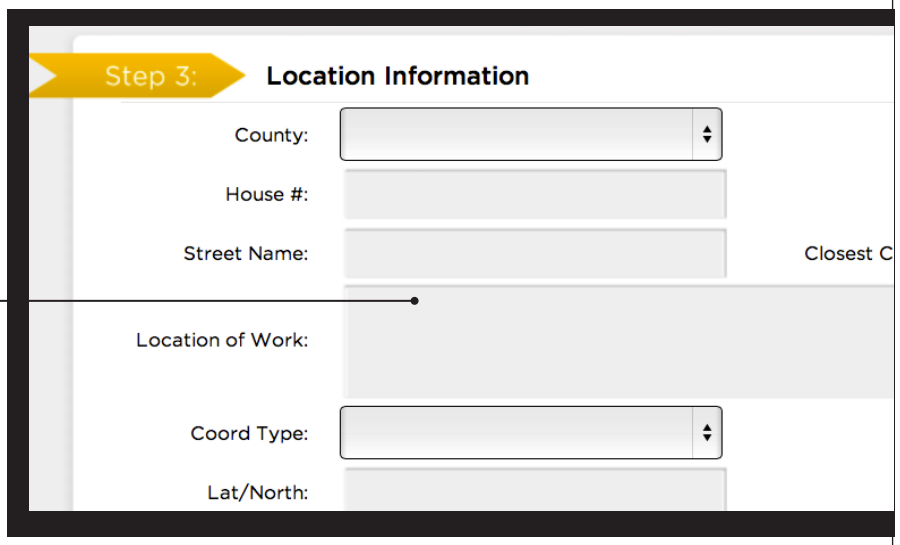
Avenue – AVE
Boulevard – BLVD
Circle – CIR
Court – CT
Drive – DR
Traffic way – TFWY
Highway – HWY
Interstate – I (I 70)
Lane – LN
Terrace – TER
Parkway – PKWY
Place – PL
Road – RD
Street – ST

STEP 3: Location Information - Continued

Location of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Location of Work** field.
  - **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
  - **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**



IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example -** "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

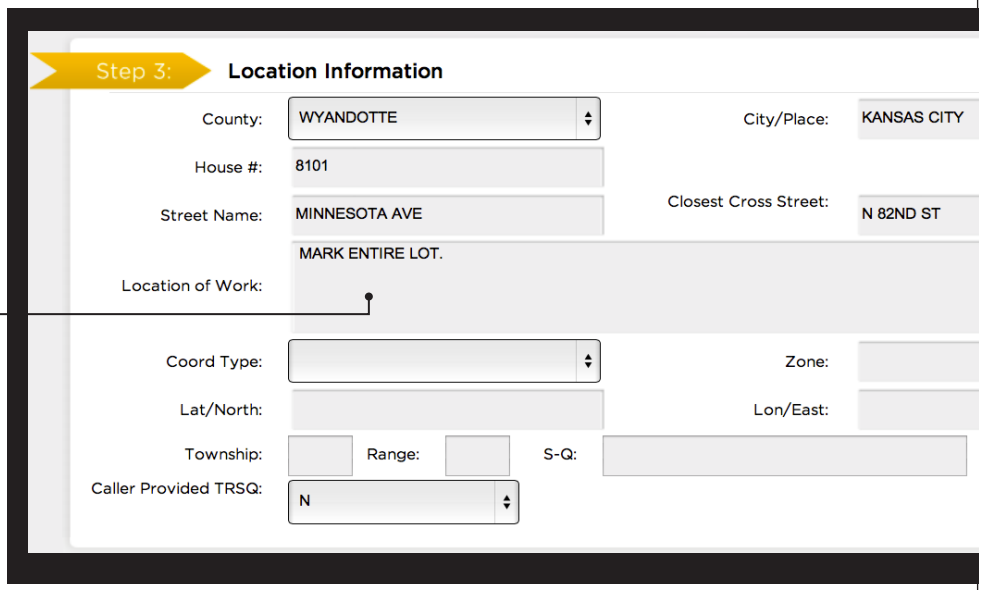
Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street name field.

For example:

- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.



IMPORTANT! Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.

STEP 3: Location Information - Continued

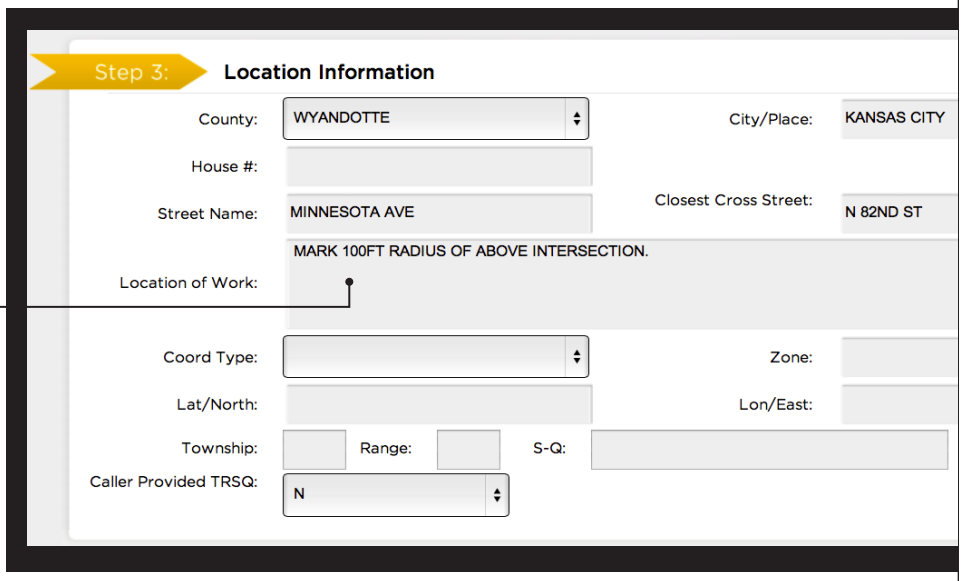
Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.



Work Taking Place (or Starting) Away from an Intersection

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

Note: Regardless of which of the method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street Name" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Closest Cross Street field.

STEP 3: Location Information - Continued

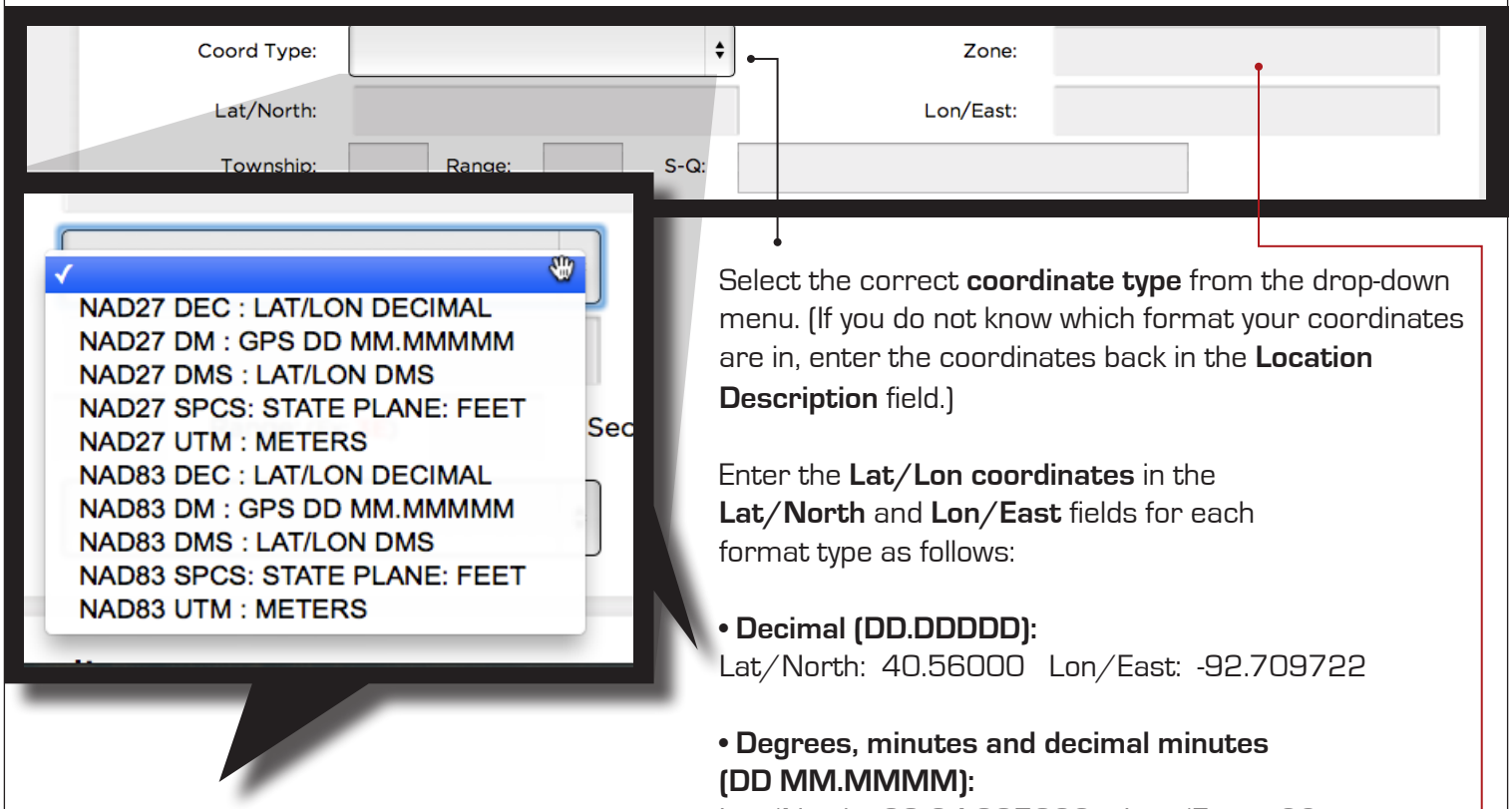
Use ONLY the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

Feet – FT	Inches – IN	Miles – MI	Yards – YDS
East – E	North – N	South – S	West – W
Northeast – NE	Northwest – NW	Southeast – SE	Southwest – SW

Coord Type, Lat/North, Lon/East, Zone

These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

*All **necessary information is required** if Lat/Lon coordinates are entered.



Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

- **Decimal (DD.DDDDD):**
  Lat/North: 40.56000 Lon/East: -92.709722

- **Degrees, minutes and decimal minutes (DD MM.MMMM):**
  Lat/North: 38 34.885833 Lon/East: -92 12.474000

- **Degrees, minutes and seconds (DD MM SS.SS):**
  Lat/North: 40 33 36 Lon/East: -92 42 35

Zone will auto-fill for certain format types

- **State Plane Coordinate-Feet (SPCS):**
  Lat/North: 1721245.57 Lon/East: 441728.68

- **State Plane Coordinate-Meters (SPCS):**
  Lat/North: 524647.84 Lon/East: 482239.34

- **UTM should be entered as follows:**
  Lat/North: 4489955.24 Lon/East: 524574.44

STEP 3: Location Information - Continued

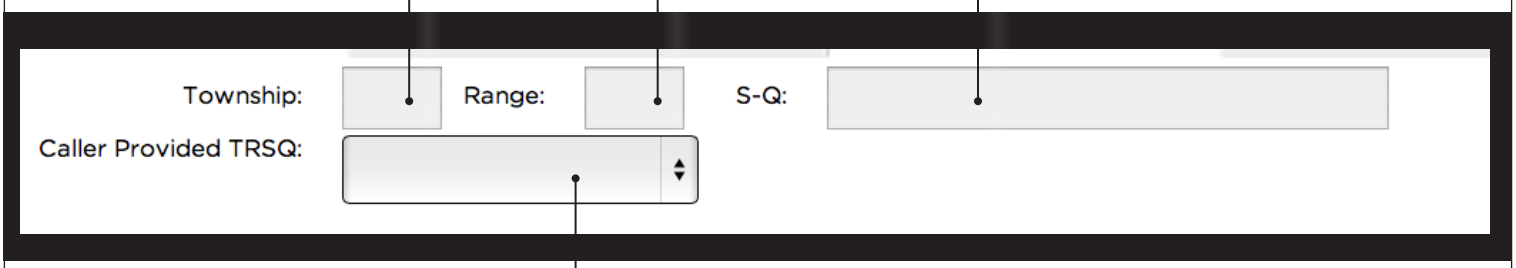
Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. (Be sure to clearly separate any additional information from the marking instructions)

For example:

T: 27S	**R:** 2E	**S-Q:** 3-NE-NW
T: 26S	**R:** 1W	**S-Q:** 2-NE-NW, 11-SE-SW
T: 7S	**R:** 38W	**S-Q:** 1
T: 34S	**R:** 20E	**S-Q:** 4, 5, 6



Caller Provided TRSQ

Enter Y if you provided Township Range and Section-Quarter on this locate. Enter N if you did not provide this information.

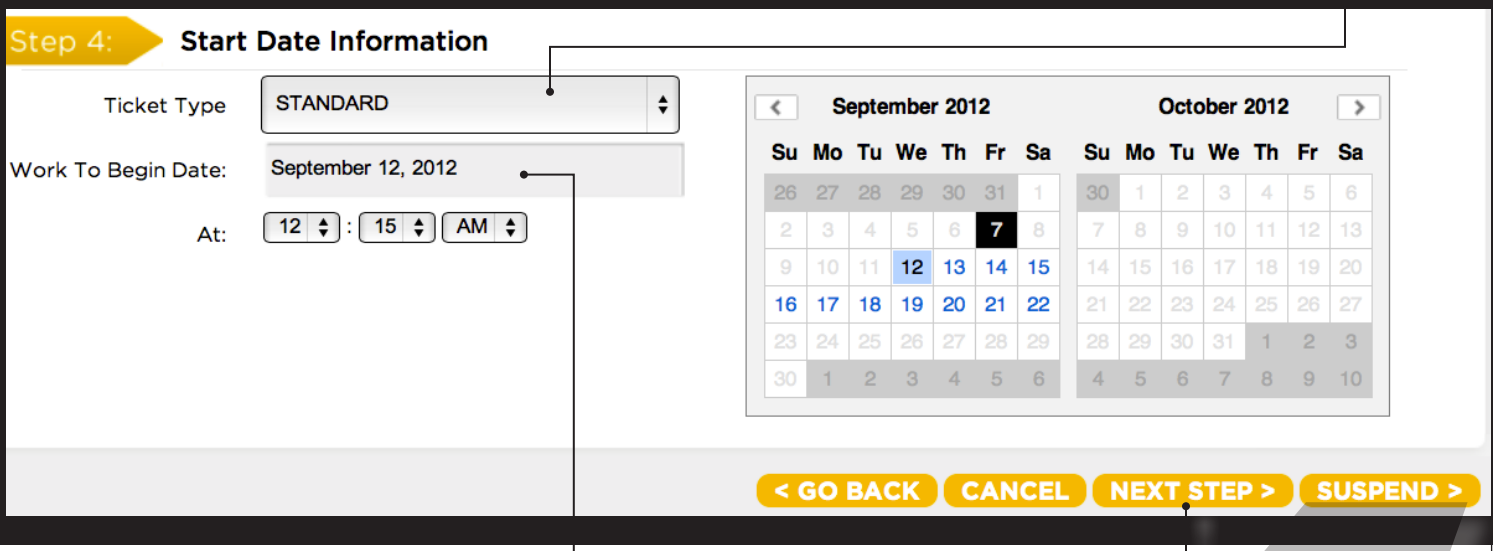
FYI

The ITIC system will not allow you to enter special characters such as * \ ~ ‘ or “. %

STEP 4: START DATE INFORMATION

Ticket Type

This field will default to "**STANDARD**" (Only 2 business-day notice tickets can be processed via ITIC)



Work to Begin Date

These fields will default to the minimum start date and time required by state law on Standard tickets. The two working day notice period does not include the day the request is made, so the start time will be **12:15am** on the **third business day**. **This date and time may be modified, but will not allow a start date/time that is earlier than the two working day notice, or later than a 15 calender day notice.**

Once you are satisfied that the polygon encompasses the entire excavation area and you have selected a start date/time, click "**Next Step**".

SUSPENDING A TICKET

Suspend

At this point you may also elect to suspend the ticket. Clicking 'Suspend' will place the ticket in the suspend file, where it will remain until the end of the current business day.

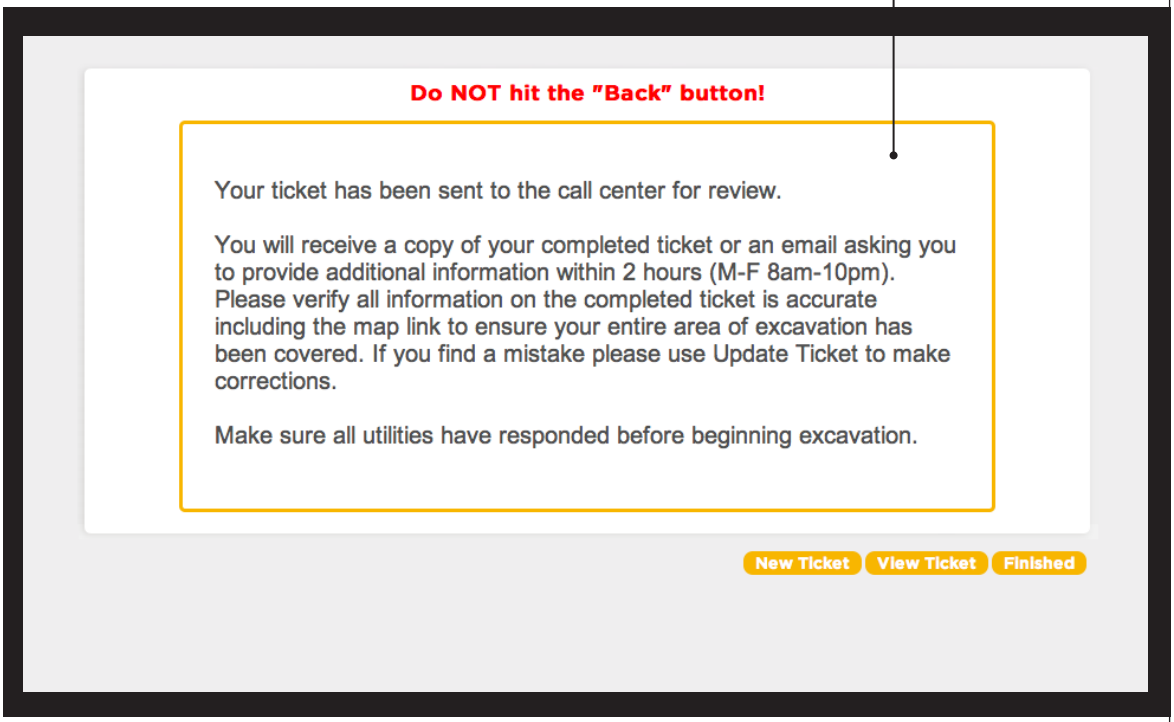
FYI Tickets sent to review after 9pm CT Monday - Friday and all tickets received on weekends and holidays will be processed as though it was received on the following business day.

Submitting Your Locate Request

Once you are satisfied with the information on the locate request and you have selected a start date/time, click **"Next Step"**.

At this point, you will be presented with either the ITIC Text Map or a **Submission Confirmation** screen, depending on whether the site location was found during an automatic search.

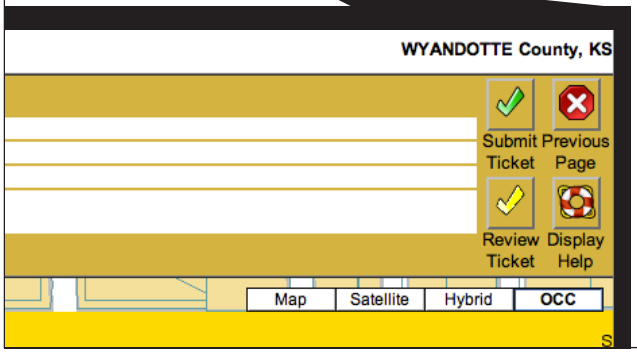
If the ITIC text map is unable to find the exact match for the address, street, and city, the ticket will automatically be sent to the call center to be mapped by an operator based on the information provided on the ticket.

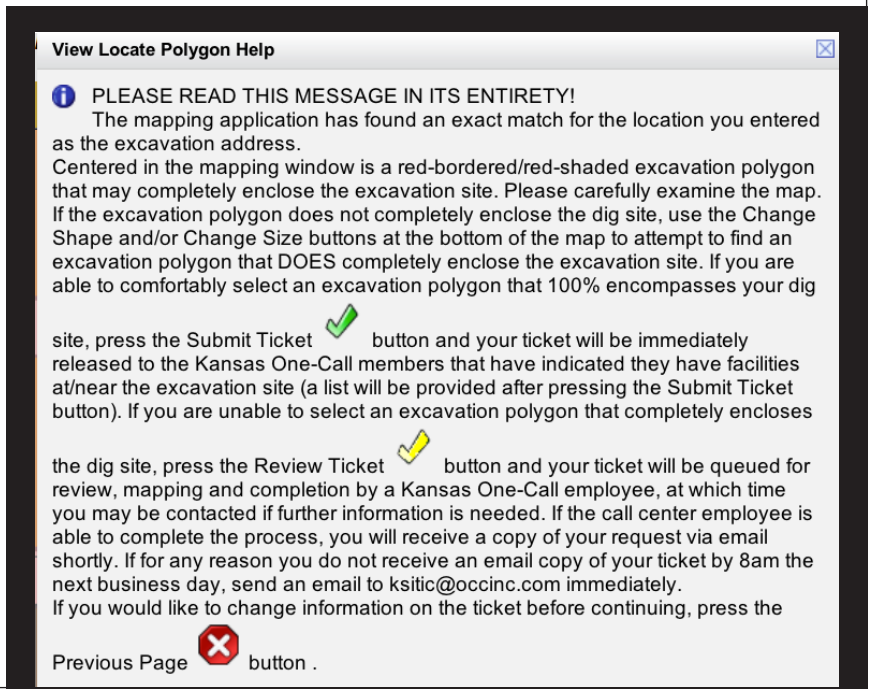

Do NOT hit the "Back" button!
Your ticket has been sent to the call center for review.
You will receive a copy of your completed ticket or an email asking you to provide additional information within 2 hours (M-F 8am-10pm). Please verify all information on the completed ticket is accurate including the map link to ensure your entire area of excavation has been covered. If you find a mistake please use Update Ticket to make corrections.
Make sure all utilities have responded before beginning excavation.
New Ticket
View Ticket
Finished

Remember:
if you click 'cancel,' you will lose all information previously entered for the locate request you are currently working on.

ITIC Text Map

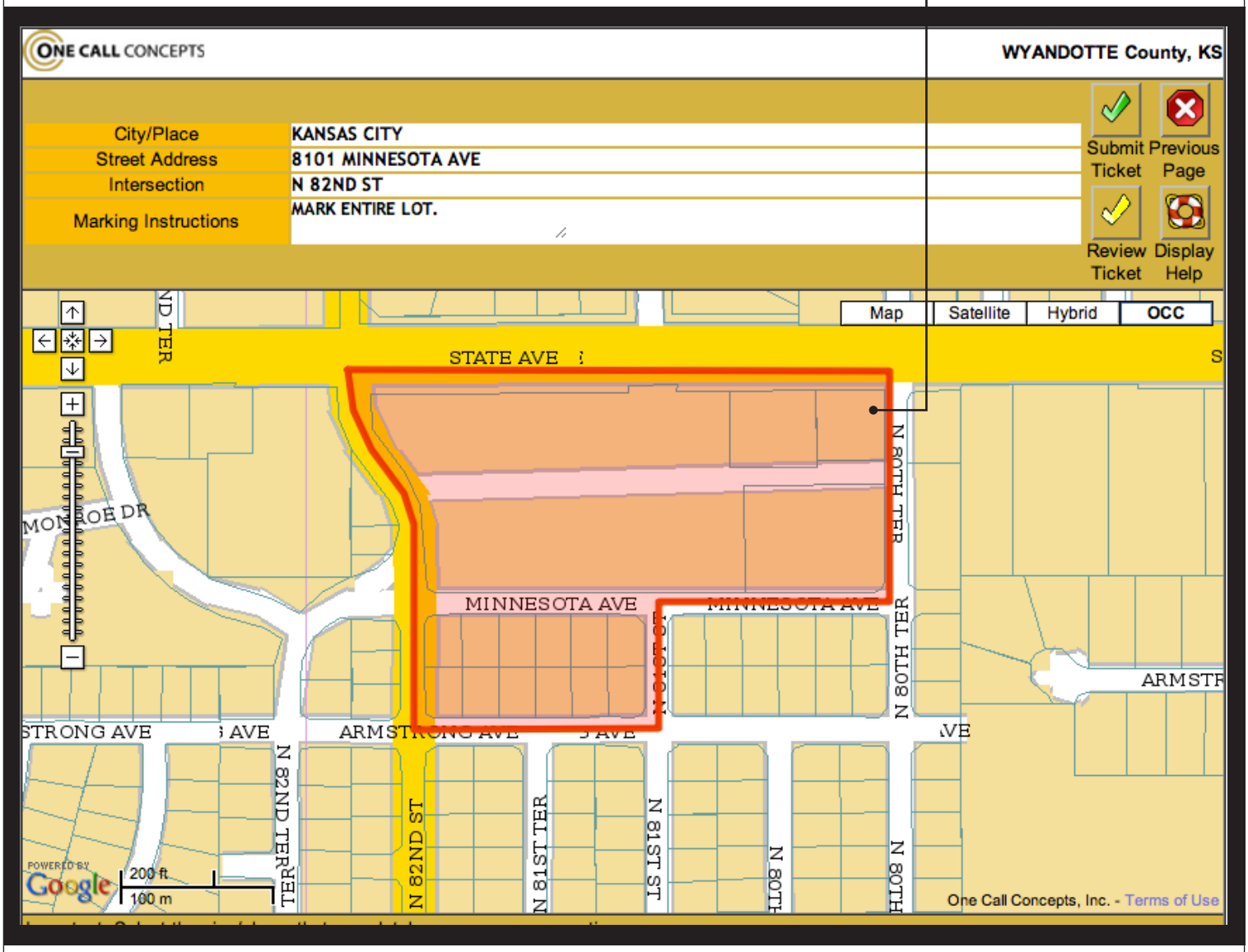
If the system finds the site location, the following box (Right) will appear over the mapping application. Read the directions entirely before continuing. Once the box is closed, it can be viewed again by clicking Display Help in the top right corner of the map.




View Locate Polygon Help
PLEASE READ THIS MESSAGE IN ITS ENTIRETY!
The mapping application has found an exact match for the location you entered as the excavation address.
Centered in the mapping window is a red-bordered/red-shaded excavation polygon that may completely enclose the excavation site. Please carefully examine the map. If the excavation polygon does not completely enclose the dig site, use the Change Shape and/or Change Size buttons at the bottom of the map to attempt to find an excavation polygon that DOES completely enclose the excavation site. If you are able to comfortably select an excavation polygon that 100% encompasses your dig site, press the Submit Ticket button and your ticket will be immediately released to the Kansas One-Call members that have indicated they have facilities at/near the excavation site (a list will be provided after pressing the Submit Ticket button). If you are unable to select an excavation polygon that completely encloses the dig site, press the Review Ticket button and your ticket will be queued for review, mapping and completion by a Kansas One-Call employee, at which time you may be contacted if further information is needed. If the call center employee is able to complete the process, you will receive a copy of your request via email shortly. If for any reason you do not receive an email copy of your ticket by 8am the next business day, send an email to ksitic@occinc.com immediately.
If you would like to change information on the ticket before continuing, press the Previous Page button .

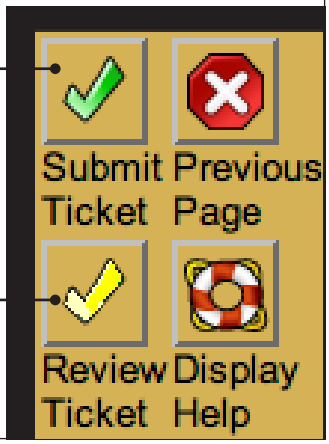
Submitting Your Locate Request - Continued

Remember it is very important that the entire excavation area be included within the **red box.**



Click the **Review Ticket** button if the box cannot be altered to contain the entire dig site.

If the red box is in the correct location and you are able to cover the entire dig area, click the **Submit Ticket** button and you will be presented with the **Utility Notification screen**. (Next Page)



UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

After clicking "**Next Step**" you will be presented with the **Utility Notification screen**.

The list of utilities notified is based on the location where the excavation polygon is drawn. If there are any utilities in the area that are not listed on the ticket, you MUST notify them directly.

Submit, cancel, or suspend the ticket by choosing one of the options a the bottom of the page.
If you choose "**Cancel**", the ticket will **NOT** be submitted and you will be returned to the **ITIC main menu**.
Clicking "**Go Back**" will return you to the location information and map page of the request. Clicking 'Suspend' will place the ticket in the suspend file, where it will remain until the end of the current business day.

UTILITY NOTIFICATION SCREEN

Tier 1 Members to be Notified by KOC

District	Company	Phone Number
BPU01	KC BPU-ELECTRIC DEPT	(913) 573-9575
BPU02	KC BPU-WATER DEPT	(913) 334-5701
ATMOLA02	ATMOS ENERGY	(913) 254-6348
ATT301	ATT DISTRIBUTION	(866) 861-7678

# of Districts: 4

If you are ready to submit your ITIC locate request, click the "**Next Step**" button on the bottom of the screen.

ATTENTION:

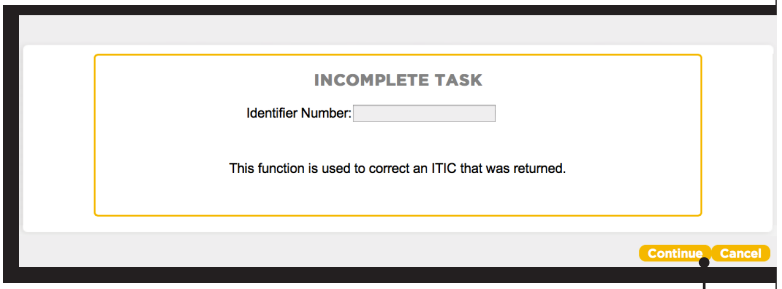
The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 9pm will be reviewed the next business day. If you find any errors, call **800-344-7233** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket. It includes an **"incomplete task identifier"** to help you find your unfinished ticket." See the **Incomplete Task Section (pg 23)**

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**

INCOMPLETE TASK

An **'Incomplete Task'** is used to resubmit incomplete (returned) tickets online without retyping the information.The call center provides an explanation of the issue involved and assigns an Incomplete Task ID Number when returning a ticket.



Click the "Incomplete Task" button at the **ITIC main menu screen (pg 05),** and enter the Incomplete Task Identifier Number. Click **"Continue"** to open the ticket.

Review the comments from the center before making any changes to the ticket. Verify all of the information on the ticket. Do NOT change information that does not need to be changed. **Remove all void notes from the Location Description field.**

Re-map the area of excavation after completing the requested changes. **Please take extra care with this step if your ticket was returned due to a mapping problem.**

Click **"Next Step"** once you are satisfied mapping is correct. The **"Utility Notification List"** will appear (pg 22). Click **"Next Step"** again to submit your ticket for review. **NOTE: The "Incomplete Task" process will be repeated until the ticket is submitted free of identifiable errors.**

Incomplete Task - Sample

Incomplete Task Correction Description

CORRECTION REQUIRED: VOIDED: ==DO NOT SHOW THIS AREA IN COLE COUNTY. PLEASE VERIFY COUNTY==

****Remove all call center void notes from Location Description field.****

Step 3: **Location Information**

County:	COLE		
City:	JEFFERSON CITY	City Limits:	Y
Address:	211	Dig Street:	DIX ROAD
Nearest Intersecting Street:	W MAIN ST	Another Intersecting Street:	
Location Description:	MARK ENTIRE PROPERTY.		
Coord Type:		Zone:	
Lat/North:		Lon/East:	
Other:			

UPDATE TICKET

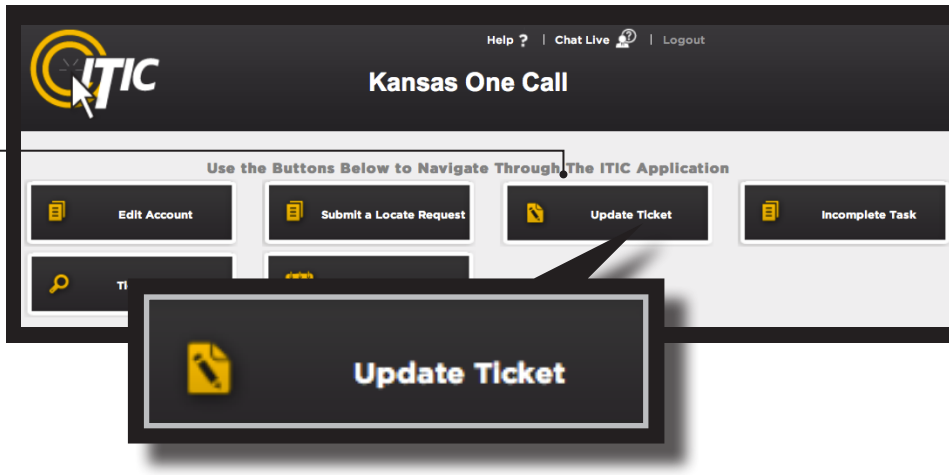
Use Update Ticket to renew markings on an existing ticket.

Click the "Update Ticket" button at the **ITIC Main Menu screen** (pg 05)

Enter the ticket number to update in the "Ticket Number" field.

Note: updating a ticket will cancel the original request if the start date/time has not passed

Verify all information on the ticket.


Help ? | Chat Live | Logout
Kansas One Call
Use the Buttons Below to Navigate Through The ITIC Application
Edit Account
Submit a Locate Request
Update Ticket
Incomplete Task
Update Ticket

Click "**Next Step**" to advance to the **Utility Notification Screen** (pg 22)

Once the ticket is completely processed, you should receive an email copy of the ticket at the address listed on the request.

FYI

Double check the "caller name" and make sure it is yours. It's important to be able to contact you directly if someone has questions about your locate. If we need to contact you about the ticket, we need to be able to ask for the right person.

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

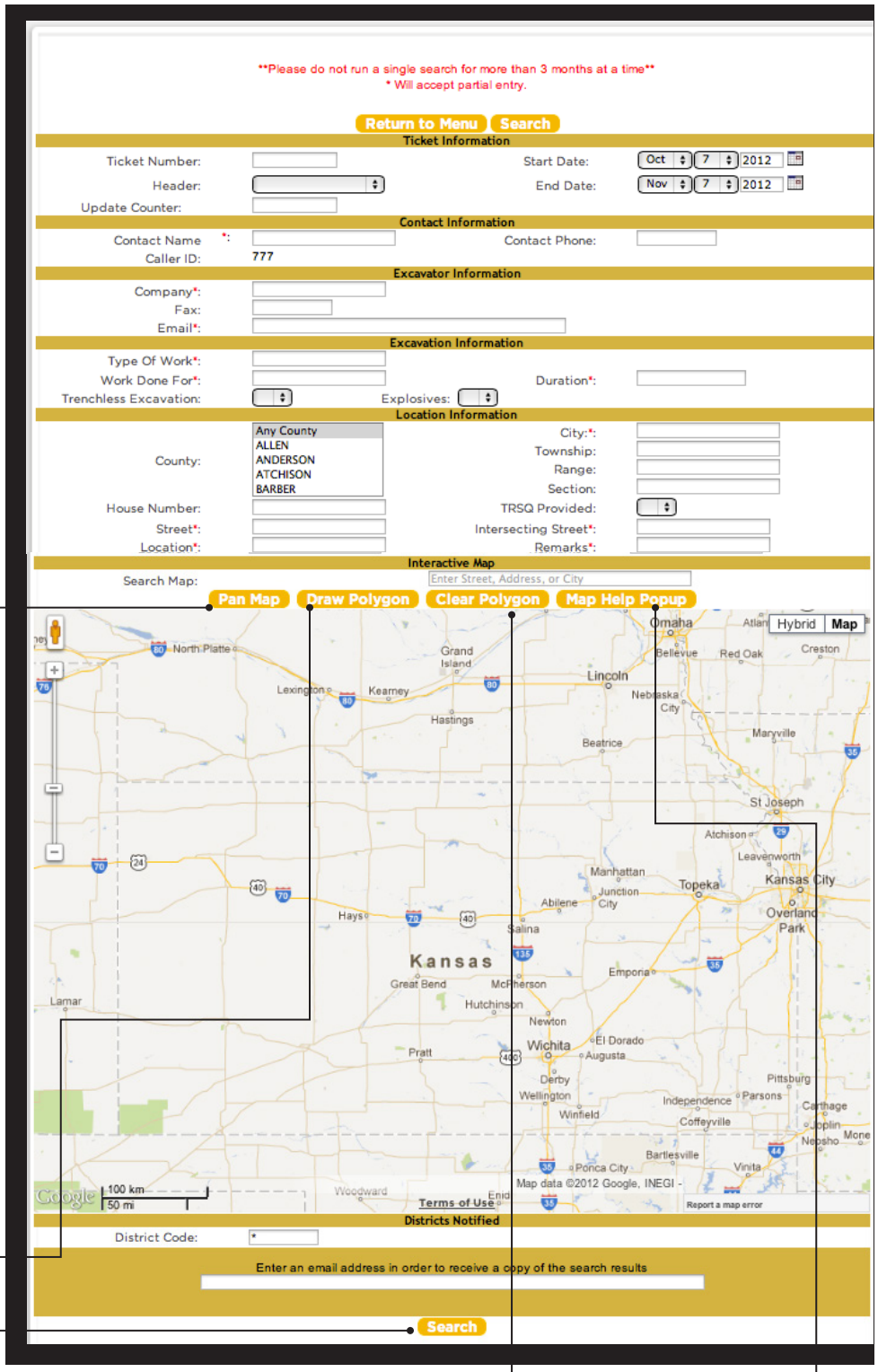
TICKET SEARCH

To search for an existing ticket **without** a ticket number, simply click on the "**Ticket Search**" button found on the **Main Menu** (pg 05).

If you wish to search for your tickets, enter your name or Caller ID number (or both). Entering fewer search fields will return more results. Enter the county that is on the ticket and set the "**Start Date/End Date**" to the time frame in which you processed the ticket.

Then Click "**Search**".

ITIC will display a list of tickets meeting the criteria you entered. Click on the ticket number to open the ticket for viewing or printing. You can broaden your search to ALL tickets by not choosing a county, or you can narrow your search by entering a street or house number. **(For Instance: enter "101" in the address field or "Main" in the Street field.)**



Pan Map – Allows you to 'grab' the map with the curser and move it.

Draw Polygon – Allows you to map out an area, which can then be evaluated using the **Search** button. This will show you a list of tickets that fall within the area mapped.

Clear Polygon – Clears your currently drawn polygon.

Map Help Popup – Will display a list of helpful notes.

Know what's below. Call 811 before you dig.

SUGGESTED ABBREVIATION LIST

The following is a list of suggested abbreviations. **Please spell out the complete word when time and space are available.**

Also known as – **AKA**

Approximately – **APPX or APPROX**

Between – **BTWN**

Building – **BLDG**

Cable Television – **CATV**

Construction – **CONSTR**

Electric – **ELEC**

Excavate/Excavator – **EXCAV**

Foot – **FT**

Highway – **HWY**

Inches – **IN**

Information - **INFO**

Intersection - **INTER**

Mile - **MI**

Pedestal - **PED**

Property - **PROP**

Railroad - **RR**

Right of Way – **R/W**

Subdivision - **SUBDIV**

Telephone - **TEL**

Underground - **UG**

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Hours:
Mon - Fri 8a - 5p

Avenue – **AVE**

Boulevard – **BLVD**

Business – **BUS**

Expressway – **EXPY**

Circle – **CIR**

Court – **CT**

Drive – **DR**

Traffic way – **TFWY**

Highway – **HWY**

Interstate – **I (I 70)**

Lane – **LN**

Terrace – **TER**

Parkway – **PKWY**

Place – **PL**

Road – **RD**

Street – **ST**

Kansas 811
Know what's below. Call 811 before you dig.

DISTANCES and MEASUREMENTS

1/10	OF A MILE	=	0.10	MILE	=	528	FEET
2/10	OF A MILE	=	0.20	MILE	=	1056	FEET
3/10	OF A MILE	=	0.30	MILE	=	1584	FEET
4/10	OF A MILE	=	0.40	MILE	=	2112	FEET
5/10	OF A MILE	=	0.50	MILE	=	2640	FEET
6/10	OF A MILE	=	0.60	MILE	=	3168	FEET
7/10	OF A MILE	=	0.70	MILE	=	3696	FEET
8/10	OF A MILE	=	0.80	MILE	=	4224	FEET
9/10	OF A MILE	=	0.90	MILE	=	4752	FEET
1/16	OF A MILE	=	110	YARDS	=	330	FEET
1/8	OF A MILE	=	220	YARDS	=	660	FEET
1/4	OF A MILE	=	0.25	MILE	=	1320	FEET
1/3	OF A MILE	=	0.33	MILE	=	1760	FEET
3/8	OF A MILE	=	660	YARDS	=	1980	FEET
1/2	OF A MILE	=	0.5	MILE	=	2640	FEET
2/3	OF A MILE	=	0.66	MILE	=	3520	FEET
3/4	OF A MILE	=	0.75	MILE	=	3960	FEET
1	MILE	=	1760	YARDS	=	5280	FEET

NEED HELP?

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Hours:
Mon - Fri 8a - 5p